

ATTORNEY DOCKET
064198.0162
(T00496)

PATENT APPLICATION

APPLICATION FOR U.S. PATENT UNDER 37 C.F.R. 1.53(b)
TRANSMITTAL FORM

Mail Stop Patent Application
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

22387 U.S. PTO
10/679214



Sir:

Transmitted herewith for filing is the patent application of:

Inventor: Robert R. Bushey et al.

Assignee: SBC Knowledge Ventures, L.P., Reno, Nevada

Title: SYSTEM, METHOD & SOFTWARE FOR A USER RESPONSIVE
CALL CENTER CUSTOMER SERVICE DELIVERY SOLUTION

Enclosed are: X Specification (34 Pages)
 X Drawings (5 Sheets Formal)

 X Signed combined Declaration and Power of Attorney (5 pages)

 X Certificate of Mailing (1 page)

 X Return Receipt Postcard

 X An Assignment of the invention to **SBC Knowledge Ventures, L.P.** is attached. A cover sheet in compliance with 37 C.F.R. §§ 3.28 and 3.31 is included with the Assignment recordation fee of \$40.00 pursuant to 37 C.F.R. § 1.21(h) (7pages).

Applicant is Large Entity.

FEE CALCULATION					FEE
	Number		Number Extra	Rate	Basic Fee
					\$770.00
Total Claims	20	-20 =	0	X \$18 =	\$ 0.00
Independent Claims	3	-3 =	0	X \$84 =	\$ 0.00
TOTAL FILING FEE =					\$770.00

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PATENT APPLICATION

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Enclosed is a check in the amount of \$770.00 to satisfy filing fee requirements under 37 C.F.R. § 1.16. Please charge any additional fees or credit any overpayment to Deposit Account No. 50-2148 of BAKER BOTTS L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicant



Brian A. Dietzel
Reg. No. 44,656

Date: October 3, 2003

Correspondence Address:

Customer Number **31625**

512.322.2674
512.322.8307 (Fax)

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064198.0176
(T00536)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey et al.
Filed: October 3, 2003
Title: **SYSTEM, METHOD & SOFTWARE FOR A
USER RESPONSIVE CALL CENTER
CUSTOMER SERVICE DELIVERY
SOLUTION**

Mail Stop Patent Application
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Transmittal, Patent Application, Formal Drawings, Declaration/Power of Attorney, Assignment, PTO Form 1595, Information Disclosure Statement, and PTO Form 1449 are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on this 3rd day of October, 2003, and is addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.


Jay Howard

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No. **EV352395655US**
Attorney Docket:
064198.0176 (T00536)